



FAQ for the Online Tournament Registration System

Updated: August 9, 2012

Q: When can I start signing up for tournaments? Will the system crash if everyone signs up at the same time? Who do I call with questions?

A: You can begin signing up for tournaments on Saturday, December 1. At 8am, tournaments for 12u and younger teams will open, with more ages opening every 30 minutes.

- *8am--12u and younger tournaments*
- *8:30am--13u and 14u tournaments*
- *9am--15u and 16u tournaments*
- *9:30am--17u and 18u tournaments*

My Online Camp has assured us that the system will be able to handle a very large volume of entries at once, and will NOT crash. On a regular basis, you can see “live” whether a tournament is full or still has availability. However, on Dec. 1 that feature will be turned off, so you will have to click on each tournament to see if the “Register” button is available (meaning there are still openings) or if it is full.

If you have questions on Dec. 1, please call My Online Camp at 515-598-9543.

Q: Do I need to log-in to enter a tournament?

A: No. The online tournament system is not connected to the membership system, and no log ins are needed to purchase a tournament. You do not need to create an account to enter tournaments, or to log in any way. You just select a tournament, put it in your shopping cart, type in your contact info, and pay.

Q: I have three courts for my tournament, and I am running two age divisions. In the past, I waited to assign which division gets 2 courts until I opened all the entries and saw which I had more of. Can I still do that?

A: No, unfortunately, with this system you have to decide in advance which division to assign 2 courts (10 spots) to, so that the system can set parameters for number of entries to allow. However, you can watch your divisions, and if one is filling faster than the other, you do have the flexibility to change the number of spots available in a division at any time.

Q: As a tournament director, how do I know my username and password, so I can access information about my tournaments?

A: My Online Camp will send you an email containing your username and password shortly after you send in your tournament sanction form and your tournament is posted. You can also contact the Iowa Region at 515-727-1860, and we can look up that information for you.

Q: How will I receive the money from the entry fees?

A: Twice a month, My Online Camp will send a check to each tournament director for all the entries you have received. IE: on the 16th of the month, they will send a check for all the entries on the 1st through the 15th. For each entry, you will receive the **entry fee minus the \$10 sanction fee**. So, if your tournament entry fee was \$85, you will receive \$75/team entered. The \$10 sanction fee will be sent directly to the Iowa Region. You will also receive an invoice listing the teams entered.

Q: As a club director, I am supposed to pay the tournament entry fees in December, but my players don't pay any dues until January. In the past I always assumed tournament directors would hold the checks until the week of the tournament. How do I pay for tournaments when the money has not entered the account yet?

A: Even when paying with a check, it is a good idea to make sure there is always enough money in the account to cover every check you write; once the check leaves your hand, there are no rules limiting when someone can cash it!

Because tournament entries through the online system are paid by credit card, you can get a credit card to be used solely for your club. If you get a credit card with rewards, you can possibly get free airfare or hotel stays for coaches! Even if you charge the entry fees in December, you will not have to pay the monthly amount on that credit card until sometime in January, depending on the closing date each month on your card.

Another idea is to gather each individual team together one evening in December to create their schedule. Ask each parent to pay for one tournament entry, and that amount will be credited toward their club fees. Plus, players and parents can talk about their schedules and decide on dates together that will work for everyone. Instead of asking parents to pay their entire club fee early, you are asking them to pay \$85 each early, and making scheduling more convenient for them at the same time.

Q: Can I use a debit card instead of a credit card?

A: Yes, you can use a debit card as long as the debit card has a 3 digit security code on the back. Some debit cards have a daily limit set on them by your bank, so if you are using your debit card to enter several tournaments at once, you might need to call your bank in advance and request that they remove the daily limit for that day.

My Online Camp accepts Visa, Mastercard, and Discover.

Q: I did not receive an email notifying me if I made it into the tournament—how do I know?

A: The email will go to the email address listed in the contact information when you register online. If you do not see it in your mailbox, look in your spam box. Sometimes new email addresses will be filtered incorrectly. Look in your spam box for an email from someone “@myonlinecamp.com” and mark that email as “Not Spam.” This will tell your email program to send the emails to your regular inbox.

Directly after you register for a tournament online, you will see a confirmation number on your screen. **Even if you do not receive an email right away, that confirmation number is proof that you are registered for the tournament.**

Q: Will I be entered into a tournament when I place it in my shopping cart, or do I need to pay for it before I secure my spot?

A: You are officially entered into a tournament when you PAY for it, not when you place it into your shopping cart. If you are concerned that a tournament will close before you have a chance to select all your other tournaments, you should pay for that one right away, and then continue making your selections.

Q: Can I put tournaments into my shopping cart before Dec. 1, and just pay for them on the 1st?

A: No, you will not be able to put a tournament into your shopping cart until 8am (or the time that the age group you are entering opens) on Dec. 1.

Q: Is there any way I can allow more teams to register for my tournament online, and then choose which one I will actually take?

A: Yes, you could publish 15 openings when you really only have 10 positions. To do so, you MUST note on your sanction application that you will be choosing which teams actually enter, and you must set a date by which you will notify the teams. **If you do not efficiently respond to teams by the date you set, the Iowa Region will not allow you to take more teams than you have openings in future years.** This will be

displayed in your tournament notes when people are looking at the tournaments online, so teams entering will be aware that they might not get into the tournament, even if they register for it online.

For teams that you decide not to take, you will have to write a check to them for the entry fee (minus the sanction fee) to return their payment. They will have to contact the Iowa Region to get their \$10 sanction fee returned. The processing fee is not refundable.

Q: Does one person have to purchase all the tournaments for an entire club, or can other people help?

A: You can enlist other people to help. It might be nice to have a different person schedule tournaments for each team. They will just need to put the correct contact information into the blanks when checking out. Remember that the email address that is entered as the Participant's Email Address is the email address the confirmation email as well as all tournament information from the tournament director will go to. The email entered here does not have to match the credit card information entered, so you can always put in the club director's or team reps email address.

Q: Do I need to use the same credit card to pay for ALL of my tournaments?

A: No. The check-out system is similar to purchasing items on Amazon.com. You will pay for everything in your shopping cart with the same card. But, you can load the shopping cart with tournaments for one team, and pay for them with Card #1, then go back load the cart with a whole new set of tournaments, and pay for those with Card #2.

Q: Do I need to submit my official roster online?

A: No, the system does not allow you to submit a roster online. You will need to send or email your official roster to the tournament director. **HOWEVER**, you will need to enter your official **TEAM CODE** when you purchase your tournaments. This means that before you enter tournaments, the club administrator will need to create/activate teams online, and put at least one person on each team in order to get the team code.

Q: Is there a waiting list for full tournaments?

A: When a tournament is full, a team representative will be able to fill in a form that will send their contact information to the tournament director to be on a waiting list. This information will not be stored or posted online; it will only be emailed to the tournament director.

Q: Can I put multiple tournaments into my shopping cart and purchase them with one big payment? What happens if one tournament fills up before I can finish entering my information and paying?

A: Yes, you can purchase multiple tournaments at once. On Dec. 1, many people will be registering for tournaments at the same time, and sometimes a tournament will “fill” before you finish filling in your information. If this happens, the registration system will indicate that the tournament is full, and ask if you would like to remove it from your cart. Click on “yes,” and that tournament will be removed, and the remaining tournaments paid for.

Q: Who do I contact if I need to drop from a tournament I have registered for?

A: To drop from a tournament, you should contact the tournament director and the Iowa Region. You may receive a refund, if another team can be found to replace your team. If you do receive a refund, the Iowa Region will refund \$10, and the tournament director will refund the remainder of the entry fee.

Q: What is the processing fee for entering tournaments? Is it refundable?

A: The processing fee is NOT refundable. The fee is based on the entry fee for the tournament.

Tournament Price	Processing fee
0-100	\$6
101-200	\$10

201-300 \$15

301-400 \$20

Q: I signed up for a tournament online, and when I look at the list of teams entered online, it is only showing two teams. Does that mean the tournament is not filled and will be cancelled?

A: No! Many tournaments directors reserve spots in their own tournament for their own club teams, and do not enter their own teams into their tournament online. So when you are looking at the list of teams in a tournament, you are not seeing any of the teams that spots were reserved for and were not entered online. If you are unsure if a tournament is filled or think a tournament might be cancelled, please contact the tournament director prior to making any decisions about dropping from the tournament! Remember that if you drop for a tournament, the tournament director is not required to refund your entry fee unless a replacement team is found—you don't want to lose your entry fee by dropping from a tournament that was actually full!